

DRISS EZ-ZEROUALI



PERSONAL INFO:

Customer Care / Salesman

+974 3085 3406

ezzeroualidriass@gmail.com

Zone 22, Street 735, Building
20, Doha, Qatar

LANGUAGE KNOW

- **English: Good**
Read, Written, Spoken
- **Arabic: Mother tongue**
Read, Written, Spoken

SOFT SKILLS

- Problem Solving
- Team Work
- Creative Thinking
- Data Analysis
- Promoting & Negotiation
- Customer Orientation
- Adaptability to Change

Technical & Work Skills

- Complaint Handling
- Multitasking
- Order Processing
- Cash Handling
- Sales Support

CAREER OBJECTIVE

Motivated and tech-savvy professional with 3 years of experience in the full sales lifecycle. Skilled in collaborating with customers to identify their needs, create customized solutions, overcome objections, and close sales. Experienced in managing client portfolios for both B2B and B2C sales. Recognized for motivating and supporting colleagues to achieve both team and individual goals.

EDUCATION AND CERTIFICATES

Diploma in Computer Science

Al Akhawayn, Ifran, Morocco

May 2010

Baccalaureate – Humanities and Social Sciences

High School Mohamed V, Azrou, Morocco

July 2012

Law and Economics Studies

University Moulay Ismail, Meknes – FSJES

September 2013

WORK EXPERIENCE

Representative

Ahmed Eid Al-Bardini Law Firm and Legal Consultations – Doha, Qatar
2024 – 2025

- Assisted clients with document processing and clearance services.
- Represented clients in legal consultancy sessions and supported communication with government agencies.
- Maintained accurate records and followed up on case status updates.

Sales & Admin Coordinator

Dar Al Mahra – Doha, Qatar

2023 – 2024

- Handled client coordination and ensured smooth delivery of services.
- Maintained documentation, scheduled appointments, and supported team operations.
- Contributed to customer satisfaction and business development.

Customer Service Representative

Confidential – Doha, Qatar

2022 – 2023

- Responded to inquiries and resolved customer concerns via phone and email.
- Maintained detailed records of customer interactions.
- Collaborated with other departments to resolve service issues quickly.

EXTRA SKILLS

- Excellent communication and interpersonal skills
- Professionalism and outgoing personality
- Organizational and multi-tasking abilities
- Customer service excellence
- Ability to work under pressure
- Physical endurance

Sales Executive

Delphi Group, Doha Qatar

2021 - 2022

- Manage customer inquiries and promote company products and services
- Maintain client satisfaction and follow up on sales leads
- Contribute to achieving monthly and yearly sales targets

Merchandizer

Centrale Danone Dairy Products, Morocco

2020 – 2022

- Arrange merchandise on shelves according to popularity and visual appeal
- Approach customers with product advice and promotional offers
- Handle returns, provide information, and assist customers

Cashier / Salesman

Carrefour Supermarket

2019 – 2020

- Greet and advise customers on products
- Handle returns, complaints, and customer questions
- Operate cash registers, maintain cleanliness, and take orders in person or online